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Figure Properties

|                  |                                                                                                                                                                                                                                 |
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| Title            | DISHWASHER                                                                                                                                                                                                                      |
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Model Numbers:

MODEL INFORMATION

|              |          |     |        |     |
|--------------|----------|-----|--------|-----|
| SHU4000      |          |     |        |     |
|              |          |     |        |     |
|              |          |     |        |     |
|              |          |     |        |     |
|              |          |     |        |     |
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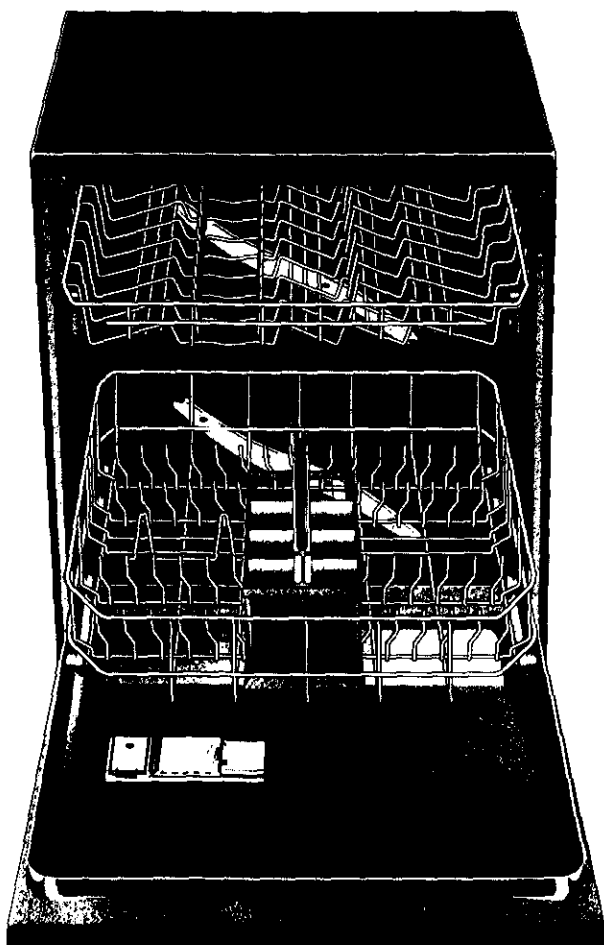
Comments:

PARTS OF MANUAL ARE IN FRENCH AND SPANISH.

Some of the images are extremely dark. Attempted to lighten images, but it caused the letters to be too light.

# BOSCH

## **Dishwasher** **Lave-vaisselle** **Lavadora de platos** **SHU 4000**



### **Use and care manual**

#### **Read this manual**

for important safety and operating instructions

English

### **Guide d'utilisation et d'entretien**

#### **Lire ce guide**

Il contient d'importantes instructions de sécurité et de fonctionnement

Français

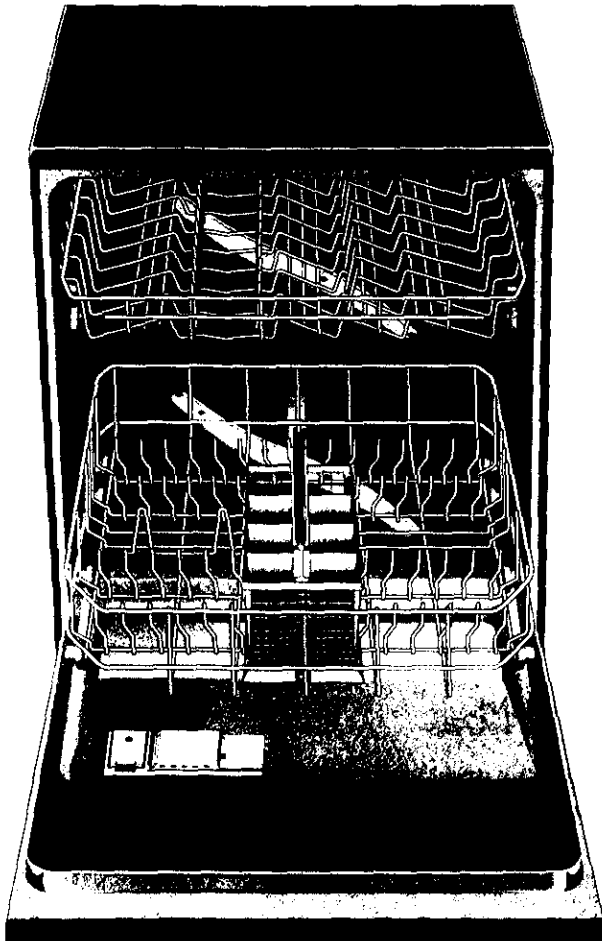
### **Manual de uso y cuidado**

#### **Lea este manual**

Para instrucciones importantes de seguridad y operación.

Español

## Dishwasher Use & Care Manual for SHU 4000 Series



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## READ THIS MANUAL

for important safety and operating instructions

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING** — When using your dishwasher, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

1. Bosch dishwashers are provided with two manuals; one, Installation Instruction Manual and one, Care and Use Manual. Read all instructions before using the dishwasher.
2. Use the dishwasher only for its intended function.
3. Use only detergents or wetting agents recommended for use in a dishwasher and keep them out of the reach of children.
4. When loading items to be washed:
  - a. Locate sharp items so that they are not likely to damage the door seal, and
  - b. Load sharp knives with the handle up to reduce the risk of cut-type injuries.
5. Do not wash plastic items unless marked "dishwasher safe" or the equivalent. For plastic items not so marked, check the manufacturer's recommendations.
6. Do not touch the heating element during or immediately after use.
7. Do not operate your dishwasher unless all the enclosure panels are properly in place.
8. Do not tamper with controls.
9. Do not abuse, sit on, or stand on the door or dish rack of the dishwasher.
10. To reduce the risk of injury, do not allow children to play in or on the dishwasher.
11. Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. Hydrogen gas is explosive. If the hot water system has not been used for such a period, before using the dishwasher turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
12. Remove the door to the washing compartment when removing an old dishwasher from service or discarding.

**WARNING** — This dishwasher must be grounded in accordance with the National Electrical Code and/or local codes. These must be carefully followed in all cases. See Installation Instructions provided with this dishwasher for complete installation information. Make sure this dishwasher has been properly grounded and installed by a qualified installer before using.

## SAVE THESE INSTRUCTIONS

### GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded metal, permanent wiring system; or an equipment grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the dishwasher.

# HOUSEHOLD USE ONLY

## ABOUT YOUR DISHWASHER

Congratulations on having selected a BOSCH dishwasher, the choice of those that demand quiet and exceptional cleaning performance from their dishwasher. The Bosch SHU 4000 series dishwashers offer the following standard features:

- Stainless steel inner liner and inner door
- Exceptionally low water consumption
- Four spraying levels
- Height adjustable upper rack (SHU 4022 UC, SHU 4026 UC and SHU 4036 UC only)

- Flow-Through Heater™ for temperature boosting
- Triple filter system

## GETTING TO KNOW YOUR DISHWASHER

Figure 1, below, is an illustration of the dishwasher with its features called out. For an explanation of the feature turn to the page indicated.

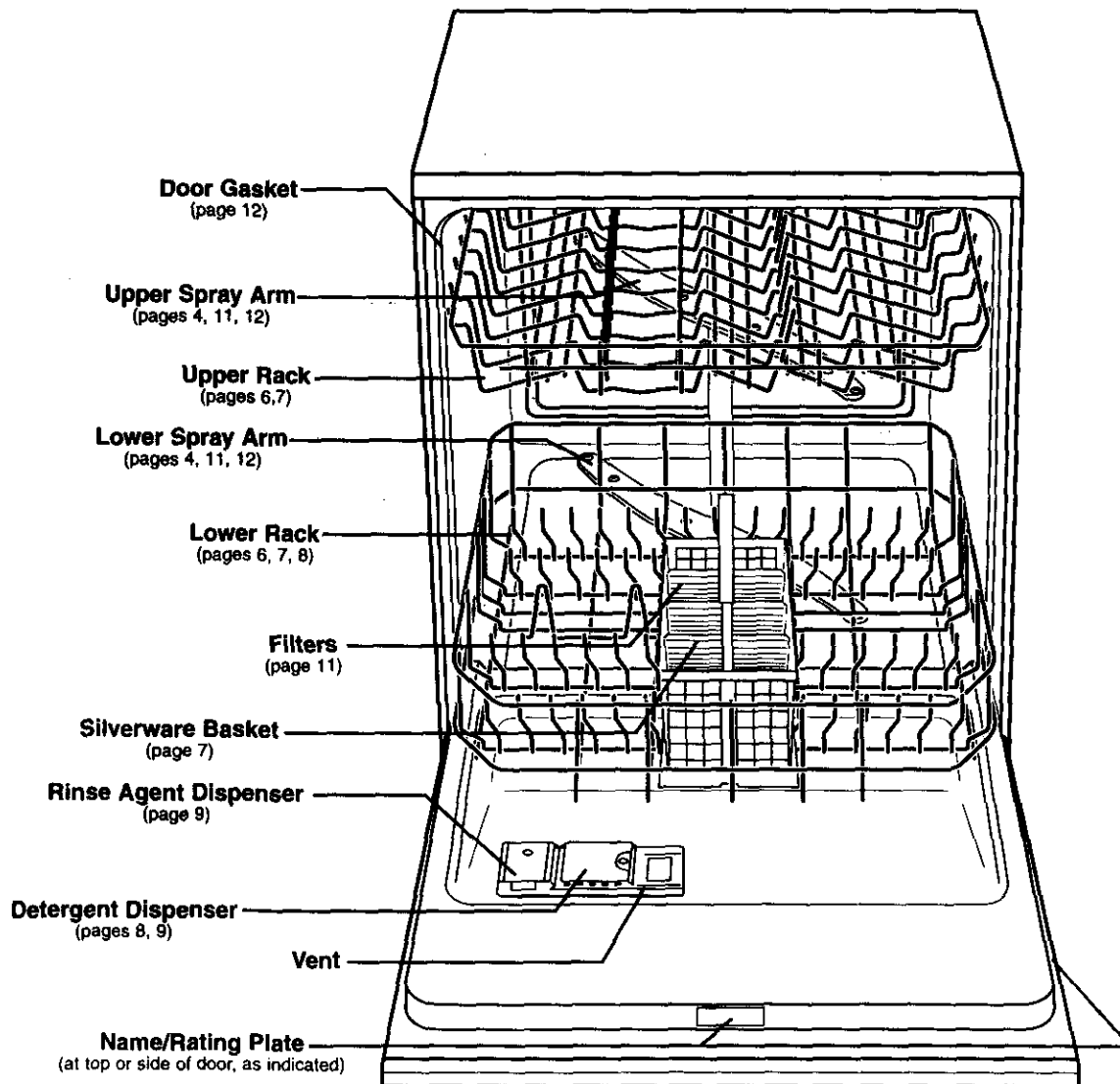


Figure 1.

## BEFORE USING FOR THE FIRST TIME

Before beginning to use your dishwasher for the first time:

1. Check to make sure that the voltage on which the dishwasher is to operate is the same as shown on the rating plate.
2. Check to make sure that the water valve to the dishwasher is open. The installer may have closed the valve upon completing the installation.

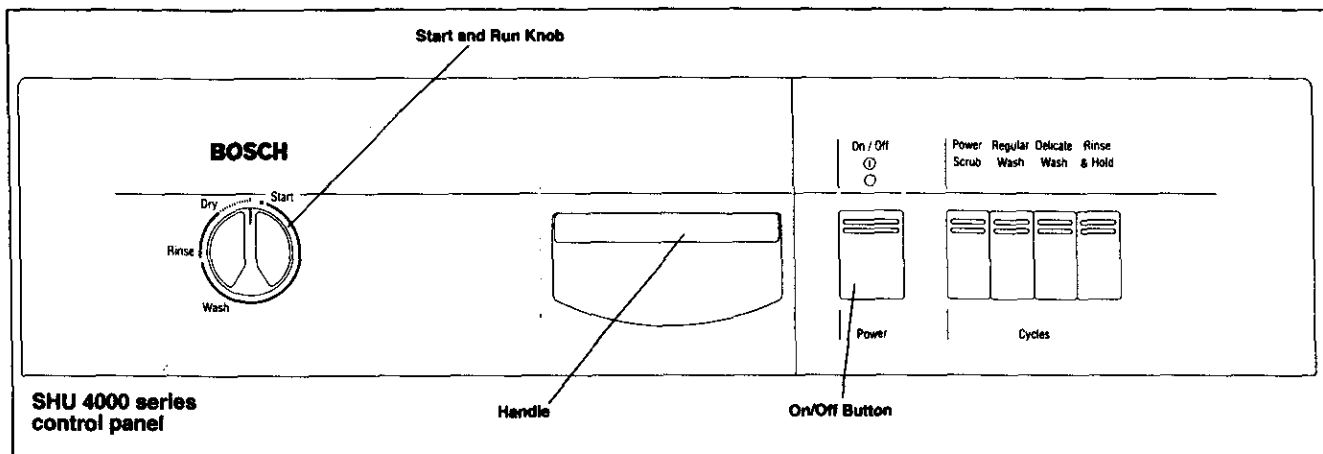


Figure 2.

## GETTING STARTED

The operation of your Bosch dishwasher is summarized below:

1. Load the dishwasher.  
Refer to Table 1 for items suitable for washing in the dishwasher. The dishwasher should be loaded with pots, pans, dishes and silverware according to the instructions provided under the following section titled **LOADING**.
2. Add detergent and check rinse agent.  
Detergent must be placed in the detergent dispenser compartment as described in the following section titled **DETERGENT USE**. The use of a rinse agent is required to ensure good cleaning and drying result. See section titled **RINSE AGENT DISPENSER**.
3. Check motion of wash arms.  
The wash arms must be free to move and should not be blocked by any item extending so far above lower rack as to block upper arm or by any items hanging below either the upper or lower rack to obstruct the motion of the wash arms. See following section titled **OPERATION**.
4. Close the door of the dishwasher.  
Make sure that the door is completely closed and latched.
5. Select a wash cycle, see Table 2, and depress the corresponding cycle button, see Figure 2
6. Start the dishwasher.  
Turn "Start and Run Knob" to "START" and depress the On/Off button. The indicator light above On/Off button will become illuminated and the the dishwasher will start. The "Start and Run Knob" will rotate clockwise as the dishwasher cycle progresses. By noting where the knob is pointing to it is possible to discern where in the cycle the dishwasher is at any time.

7. To stop dishwasher.

Depress the On/Off button. The indicator light above the On/Off button will turn off. See the following section titled **TO INTERRUPT OR RESET CYCLE**.

## PREPARATIONS FOR WASHING

Very little preparation is required before placing dishes, pots, pans, etc. into the dishwasher. However, some preparation is required:

- Large solids, such as, bones, large seeds, shells, skins, leafy vegetables, meat trimmings, etc. should be removed either by scraping into a wastebasket, or into your food disposer.
- Large amounts of any type of leftover food should also be scraped into a wastebasket or into your food disposer.
- Pots and pans that have burned-on food, the food is blackened, should be pre-soaked and scoured. The dishwasher cannot remove burned-on food.
- Do not place the following items in the dishwasher:
  - > toothpicks
  - > small bones and bone slivers
  - > paper products such as paper plates and paper napkins
  - > plastic bags or plastic packaging material.

In general, try to remove food scraps and place the items to be washed in the dishwasher before the food has had a chance to dry-on. Dried-on food is more difficult to remove. If there will be an extended period of time before the dishwasher will be run it is recommended that the **RINSE & HOLD** cycle be used.

Other than the above, no special preparation or pre-rinsing is required for dishes, pots and pans or utensils with normal amounts of food soil.

| MATERIAL                      | DISHWASHER USE  | COMMENTS AND/OR SPECIAL INSTRUCTIONS                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ADHESIVE JOINED ITEMS         | NOT RECOMMENDED | Items joined by adhesives, whether plastic, wood, bone, steel, copper or tin, etc. may be loosened.                                                                                                                                                                                                                                                                                                   |
| ALUMINUM                      | USUALLY SAFE    | Colored anodized aluminum may fade over time. Minerals in the water may cause spotting or darkening of aluminum. This can usually be removed by scouring with a soap filled steel wool pad.                                                                                                                                                                                                           |
| BONE HANDLED UTENSILS         | NOT RECOMMENDED | Handles may separate.                                                                                                                                                                                                                                                                                                                                                                                 |
| CHINA & STONEWARE             | USUALLY SAFE    | It is highly recommended however that "on-glaze" decorated china, handpainted and gold or platinum trimmed, or antique china or stoneware be hand washed. If there is any doubt, please check with the manufacturer of your set or test by washing one piece with each load for a month and comparing this piece with the rest of the set to determine if there has been any fading or discoloration. |
| CRYSTAL                       | USUALLY SAFE    | Decorated crystal, those handpainted, "on-glaze", or metal trimmed, may discolor, fade, or spot. It is recommended that these be hand washed. Also, fragile glassware is highly breakable, be sure to set the pieces so that they do not topple during washing and so that they do not knock against other pieces.                                                                                    |
| GLASS                         | USUALLY SAFE    | Milk glass may yellow.                                                                                                                                                                                                                                                                                                                                                                                |
| NON-STICK COATINGS            | USUALLY SAFE    | After drying the non-stick coating should be covered with a light coating of vegetable oil.                                                                                                                                                                                                                                                                                                           |
| IRON                          | NOT RECOMMENDED | Iron will rust. Wash by hand and dry immediately.                                                                                                                                                                                                                                                                                                                                                     |
| PEWTER                        | NOT RECOMMENDED | Pewter will tarnish. Wash by hand and dry immediately.                                                                                                                                                                                                                                                                                                                                                |
| PLASTIC                       | USUALLY SAFE    | Only wash "dishwasher safe" plastic items.                                                                                                                                                                                                                                                                                                                                                            |
| STAINLESS STEEL               | USUALLY SAFE    | Do not let stainless steel items contact copper or sterling silver or silverplate items.                                                                                                                                                                                                                                                                                                              |
| STERLING SILVER & SILVERPLATE | USUALLY SAFE    | Do not allow to come in contact with stainless steel or copper items.                                                                                                                                                                                                                                                                                                                                 |
| TIN                           | NOT RECOMMENDED | Tin will rust. Wash by hand and dry immediately.                                                                                                                                                                                                                                                                                                                                                      |
| WOOD                          | NOT RECOMMENDED | Wooden bowls, wooden utensils and wood handled utensils can warp, crack or lose their finish.                                                                                                                                                                                                                                                                                                         |
| NON-DISHWARE ITEMS            | NOT RECOMMENDED | The Bosch dishwasher is only intended for use in cleaning standard household dishware items.                                                                                                                                                                                                                                                                                                          |

Table 1.

# LOADING

## LOADING THE TOP RACK

The top rack is designed for glasses, cups, plates, bowls and saucers. Glasses, cups, plates, bowls, saucers and small pots may be loaded in many different positions to fit your needs. Figure 3, shows a typical mixed load for an upper rack washing load.

The dishwasher should be loaded so that water can circulate freely and reach every part of every item that is to be cleaned:

- Cups, glasses and containers should be placed in upper rack upside down so that water drains off of them and does not collect in them. Tall narrow vessels, such as a vase or tall glass, should be placed in the lower rack, near the middle, for the best cleaning result.

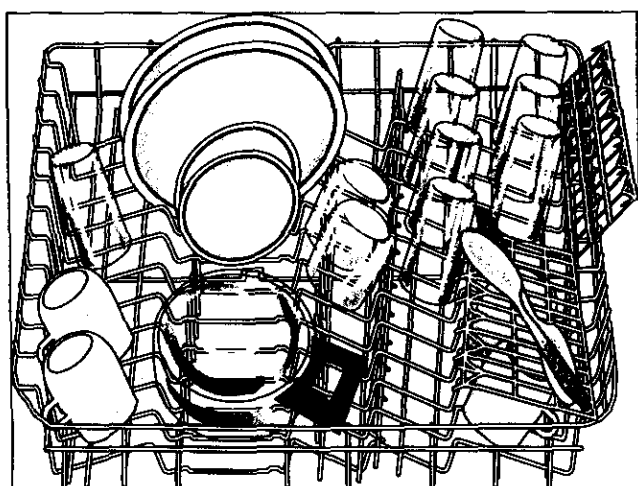


Figure 3.

- The Bosch dishwashers have a special feature incorporated into the flip down cup shelves on the side of the upper rack. The ends of these shelves are specially formed to help maintain spacing between stemmed glasses. When in the flipped down position long stemmed glasses may be placed in the second row from the edge and placed so their stems rest in the "V" formed ends of the shelves. When the cup shelves are in the up position long stemmed glasses may be placed in the first row with their stems placed to rest between the tooth like projections of the shelves.

- China, crystal and other delicate items must be placed so that they do not touch each other during dishwasher operation. Chipping or other damage may occur if items can touch each other while dishwasher is running.
- Large serving spoons and forks, spatulas, tongs and large knives can be placed in top rack. Be sure to space these large utensils so that water may flow freely over them and so that water does not collect in them; - - serving spoons and ladles should be placed facing downward so as not to collect water.
- At completion of loading of the upper rack check to make sure that nothing is protruding through or hanging beneath the bottom of the rack, which could block the rotation of the spray arm.

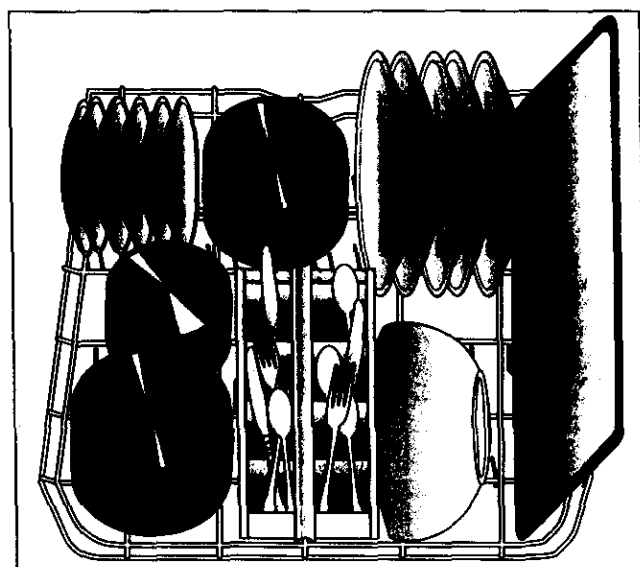


Figure 4.

## LOADING THE LOWER RACK

- Large and/or heavily soiled items should be placed in the lower rack of the dishwasher. Heavily soiled pots and pans should be placed face down. See figure 4.

- The DLX series dishwashers (SHU 4022 UC, SHU 4026 UC and SHU 4036 UC) come with a lower rack that has two sets of flipped down tines. With these models, if more space is needed for pots and pans, the rear two sets of tines can be folded to the down position. Figure 5 shows the lower basket with the rear sets of tines in the down position to accommodate large pots.

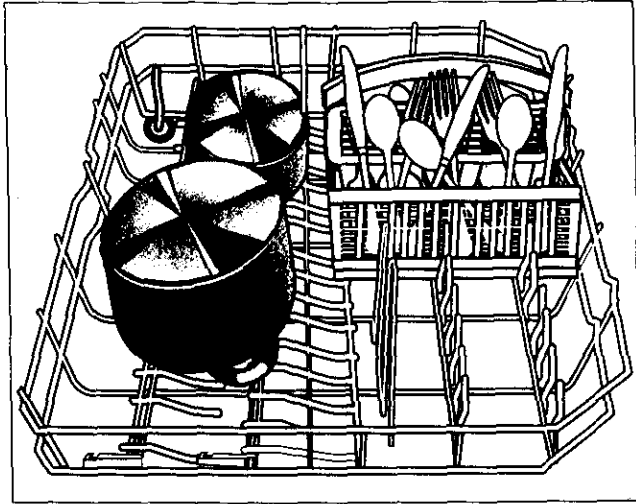


Figure 5.

- Silverware should be mixed when placed in the silverware basket. The purpose of mixing the silverware is to avoid having them nest together, for example if spoons would be placed together they could nest together so that water could not properly circulate across them to clean the surfaces.
- Silverware should be placed in the silverware basket with the handles down, with the exception of the knives, which in order to avoid accidentally cutting oneself, should be placed with the handles up.

If you do inadvertently load the silverware basket with the knife blades up it is recommended, to avoid cutting yourself when unloading, that you remove the silverware basket from the dishwasher and tip the contents out onto a cutting board.

#### RACK HEIGHT ADJUSTMENT

The upper rack height of the The DLX series dishwashers (SHU 4022 UC, SHU 4026 UC and SHU 4036 UC) is adjustable. There are two positions, see figure 6:

- The upper position is used to provide more room for items to be placed in the lower rack.
- The lower position is used to provide more room for items to be placed in the upper rack.

To reposition rack:

- First empty upper rack and pull rack partially out to point where rack can be lifted upward as shown in upper illustration of Figure 6.
- Pull the rack forward and then up until rollers are completely free of channels.
- Reinsert the rack with the other set of rollers on the channel.

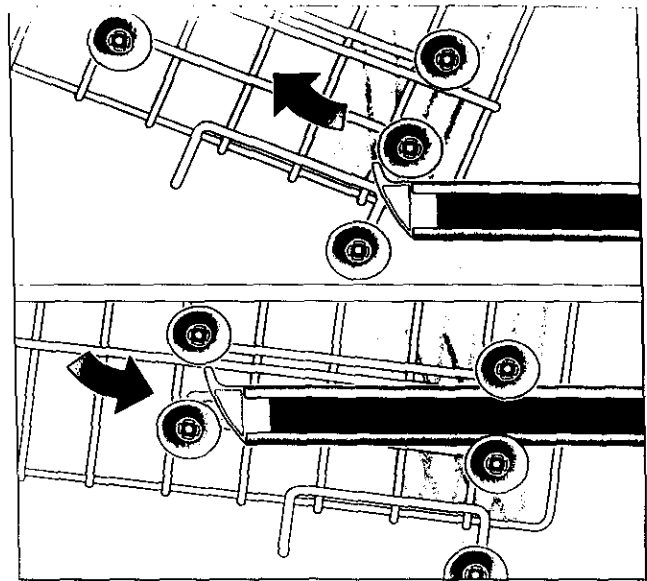


Figure 6.

#### Extra Tall Items

If you have extra tall items that cannot fit in the lower rack without interfering with the upper spray arm or without hitting the upper rack, the upper rack may be removed. A special "Extra Tall Item Sprinkler" is provided with the dishwasher to allow use of the dishwasher with upper rack removed. See figure 7.

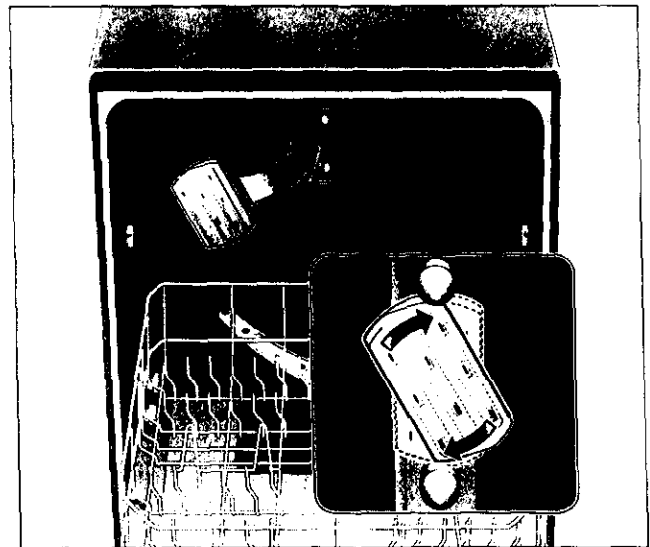


Figure 7.

To allow washing of extra tall items:

- With upper rack empty, remove it from the dishwasher by pulling the rack partially out to the point where rack can be lifted upward and out to disengage the wheels from side rails.

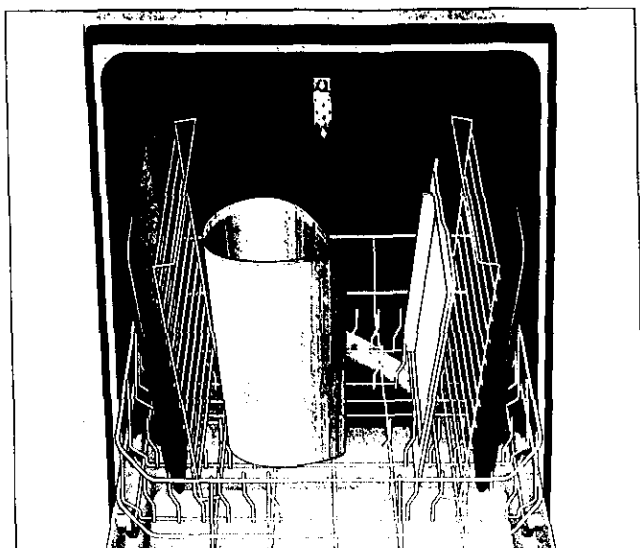


Figure 8.

- Place the "Extra Tall Item Sprinkler" over the upper rack spray outlet at the back of the dishwasher tub (refer to figure 7) and turn clockwise to lock sprinkler head in place.

Extra tall items may now be placed in lower rack for washing, as shown in figure 8. To remove "Extra Tall Item Sprinkler", to again allow use of upper rack, reverse actions used to insert it.

## USING THE DISPENSERS

For the best washing result it is important to use the correct amount of detergent and rinse agent.

### DETERGENT USE

Use only fresh dishwashing detergent (powder is recommended) manufactured specifically for dishwasher use. Use of other types of detergents will result in excessive suds. Be sure to check the phosphate content of the detergent to be used. Phosphate helps prevent the minerals in hard water from forming a film or spots on dishes. Hard water requires your detergent to work harder. In hard water areas you will find that detergents with high phosphate levels will provide a better result. If the phosphate level is low, below 8.7%, you may have to use extra detergent in hard water areas.

Be sure to follow the dishwasher detergent manufacturer's instructions when using the detergents. Concentrated detergents usually call for lower usage than do standard detergents.

**Note:** Do not use detergent when the RINSE & HOLD cycle has been selected.

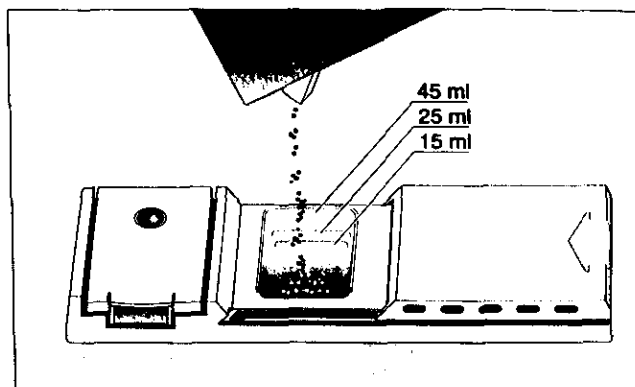


Figure 9.

### DETERGENT DISPENSER

The detergent dispenser on the Bosch dishwasher is located on the inside of the door, see figure 1 as well as figure 9 and 10. The detergent dispenser cover may be opened by pulling the release tab (figure 10) toward you.

Once the cover is open you will see two level marks: "25" and "15". These refer to the volume when filled level in milliliters. 15 milliliters is equivalent to 3 teaspoons. If the detergent dispenser is completely filled it can hold 45 milliliters, or roughly 9 teaspoons.

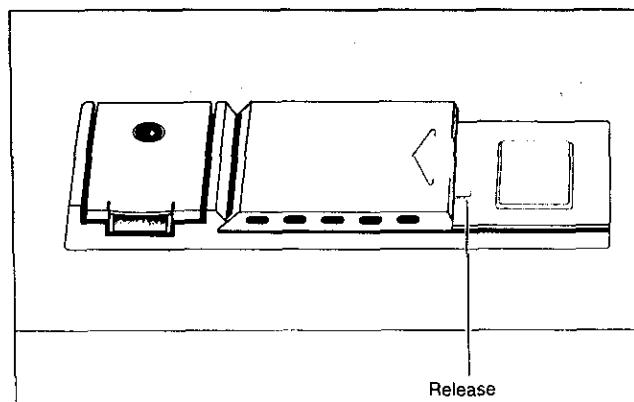


Figure 10.

The amount of detergent to be used depends on the cycle selected and the water hardness:

- For water of medium hardness and REGULAR WASH cycle it is recommended that the detergent dispenser be filled to the 25 milliliters, (5 tsp.) level.
- With hard water, or with the POWER SCRUB cycle, it is recommended that the detergent dispenser be completely filled, roughly 9 teaspoons.
- With soft water the amount of detergent may be reduced.

If you have water of medium or higher hardness and the dishes do not come clean the cause, in the majority of cases, is the use of too little detergent rather than too much. If you have very soft water, or chemically treated soft water special care should be taken to use the minimum amount of detergent. For these situations a high quality, low phosphate detergent is recommended. Too much detergent combined with soft water may cause etching of glassware.

After filling the detergent compartment close the cover by sliding it over the detergent chamber and pressing down on the button until it clicks shut. The detergent will be dispensed automatically during the wash portion of the cycle.

If the cover of the detergent dispenser is closing fully but it won't latch this is most likely due to the dishwasher having been stopped in mid cycle. Check the position of the "Start and Run Knob", see Figure 2, to see if cycle has been completed. If the cycle is not completed please refer to section of this manual titled **TO INTERRUPT OR RESET CYCLE** to reset cycle.

### RINSE AGENT INDICATOR

There is level indicator on the dispenser, see Figure 11 and 13. This indicator shows the level of rinse agent that is in the rinse agent reservoir. As received, and when empty, the level indicator on the dispenser will appear blank. When the rinse agent reservoir is full the level indicator on the dispenser will appear dark.

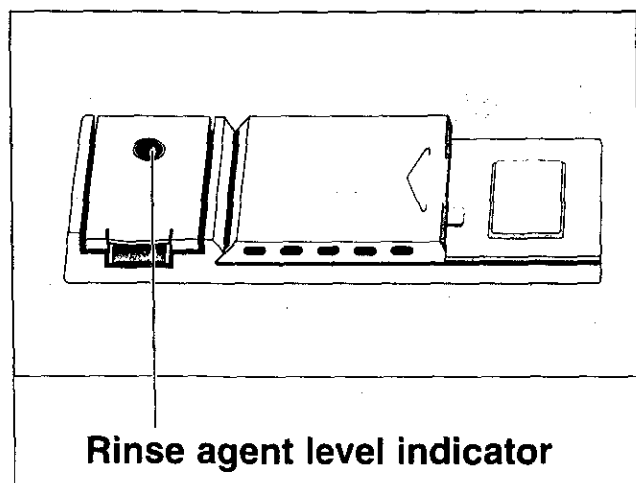


Figure 11.

### IMPORTANT

Rinse agent, or a rinse aid, is used to diminish water spotting and to provide optimum drying results. Rinse agent **must** be used at all times with the Bosch dishwasher.

### RINSE AGENT DISPENSER

The rinse agent dispenser is located next to the detergent dispenser. See figure 12. Rinse agent is available in liquid or solid form. Do not use the solid type of rinse agent in the Bosch dishwasher.

To fill the rinse agent reservoir (refer to Figure 12):

- Open the dishwasher door fully.
- Open the cover of the rinse agent dispenser.
- Add rinse agent to the reservoir until the clear level indicator turns completely dark. The reservoir is full when the level indicator is dark.
- Close the cover of the rinse agent dispenser. Make sure that it is firmly snapped closed.

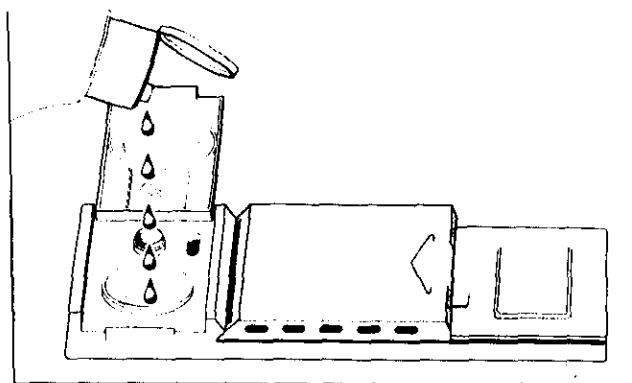


Figure 12.

### RINSE AGENT DISPENSER REGULATOR

The rinse agent reservoir of the Bosch dishwasher is provided with a regulator calibrated from 1 to 6. See Figure 13. This regulator controls the amount of rinse agent dispensed. The dishwasher leaves the factory preset to 3½. This has been chosen as the average setting, however:

- if you see streaks, it is recommended that the regulator be turned to a lower number.
- if water spots appear, it is recommended that the regulator be turned to a higher number.

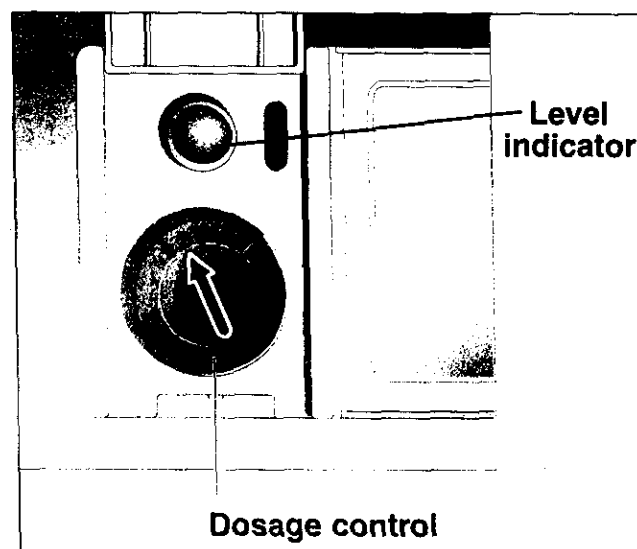


Figure 13.

### TO ADJUST SETTING:

- Open the cover of the rinse agent dispenser.
- Turn the setting indicator to the desired setting. See Figure 13.
- Close the cover of the rinse agent dispenser. Make sure that it is firmly snapped closed.

### CYCLE SELECTION

The dishwasher will wash and dry the contents based on cycle selection made. Refer to the **CYCLE SELECTION CHART**, Table 2. The most appropriate cycle for the load to be washed can be selected from this table by comparing the load type and the amount and condition of the food on the items to the charts recommendations.

# Cycle Selection Chart for SHU 4000

Type of dishware  
e.g. china,  
pots/pans,  
cutlery,  
glasses,  
etc.

Non-deli-  
cate

Mixed

Delicate

Mixed

Type of food  
remains

Soups, casseroles,  
sauces, potatoes,  
pasta, rice, eggs,  
roast or fried food

Soups, potatoes,  
pasta, rice, eggs,  
roast or fried food

Coffee, cakes, milk,  
salami, cold drinks,  
salads

Amount of  
food remains

a lot

a lot

a little

a little

very little

Condition of  
food remains

stuck on hard

loosely attached

Wash  
cycle

**Power  
Scrub**

**Regular  
Wash**

**Delicate  
Wash**

**Rinse  
& Hold**

Cycle  
sequence

Pre-rinse  
Pre-wash  
Wash  
161°F  
Rinse  
Rinse-aid  
161°F  
Drying

Pre-rinse  
Pre-wash  
Wash  
140°F  
Rinse  
Rinse-aid  
161°F  
Drying

Pre-rinse  
Wash  
140°F  
Rinse  
Rinse-aid  
161°F  
Drying

Pre-rinse

Cycle  
details

Duration in  
minutes

85

78

83

7

Water consumption  
in gallons

6.55

6.55

5.36

1.19

Water consumption  
in litres

24.75

24.75

20.25

4.5

Shown above are the range of values that may be obtained while running the dishwasher under normal conditions. Actual values may vary. The actual cycle duration, water and energy usage are dependent upon inlet water temperature.

Table 2.

# OPERATION

Once detergent has been added and before closing the door of the dishwasher check the wash arms to ensure that they are free to move. With the detergent in the dishwasher and arms free to move:

- Close the door of the dishwasher making sure that door latches closed.
- Depress the button for the cycle you desire.
- Turn the "Start and Run Knob" to "START" and depress the On/Off button. See figure 2. The indicator light above the On/Off button will become illuminated to indicate that the dishwasher is on and the cycle will begin.

## TO INTERRUPT OR RESET CYCLE

To interrupt cycle simply depress the On/Off button to stop operation. If you are interrupting the cycle during a wash or rinse cycle please wait until the water noises stop before opening the door. After opening the door leave it ajar for a few minutes. The cycle then may be resumed by closing the door and depressing the on/off button.

As a safety feature the dishwasher will automatically turn itself off whenever the door is unlatched. However, if the door is opened quickly while in a wash or rinse cycle some water may splash out of the dishwasher. For this reason it is recommended that the machine always be switched to off before opening the door.

If you wish to reset the cycle to its beginning after stopping the dishwasher:

1. Close the door of the dishwasher. Make sure that the door is completely closed and latched.
2. Turn the "Start and Run Knob" to "Start".
3. The dishwasher is now reset and ready to run your selected wash cycle.

## UNLOADING

When unloading the dishwasher always unload the lower rack first and then unload the upper rack. This will minimize the chance of drops from the upper rack falling on the dishes in the lower rack. The silverware basket of the Bosch dishwasher may be removed for easy unloading.

Also, when unloading, it is recommended that the dishes be allowed to cool before handling. The dishes will cool more quickly if the door is opened slightly.

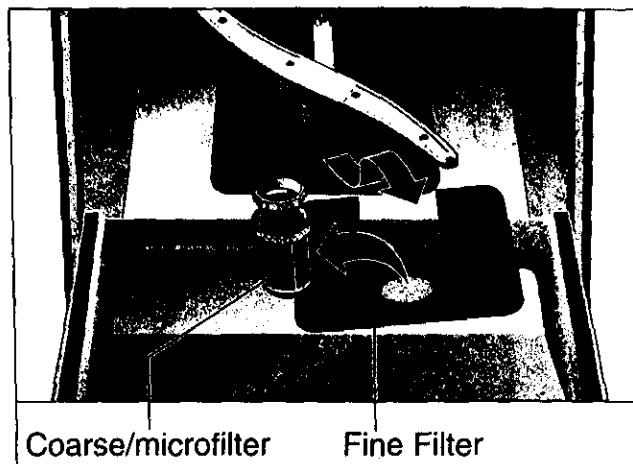


Figure 14.

## CARE and CLEANING

The Bosch dishwashers have a triple filter system comprised of: a microfilter, a fine filter and a coarse filter. The microfilter is self-cleaning, but the coarse filter and fine filter will sometimes be found to have collected items, from bones to toothpicks or straws that been left on the plates or in the glasses. For this reason the following maintenance should be observed:

### ■ Filters

The filters should be checked on a regular basis. To remove the filters, turn the knurled ring handle of the coarse/microfilter  $\frac{1}{4}$  turn counter-clockwise, see figure 14, and lift out the coarse/microfilter. After removing the coarse/microfilter the fine filter should also be inspected from time to time. Examine the filters. If large solids, such as bones, or large seed(s) are present remove the filters and dispose of the large solids by emptying into a waste basket. If any other items have been trapped by the filters, paper labels for example, these should also be removed while you have the filters out of the dishwasher. These smaller items can usually be flushed out under running water if you have trouble removing them by hand.

After cleaning, reinsert the filters in the dishwasher making sure to press the filters firmly into position, and then turning the knurled ring  $\frac{1}{4}$  turn clockwise until locked. Pull gently on the knurled ring to make sure the filters are again locked in place.

Other areas requiring periodic maintenance are the wash arms and the stainless steel tank and inner door and door gasket:

### ■ Wash arms

The wash arms should be checked on a regular basis to assure that the spray orifices are clear and unobstructed. If the wash arms require cleaning they are easily removable:

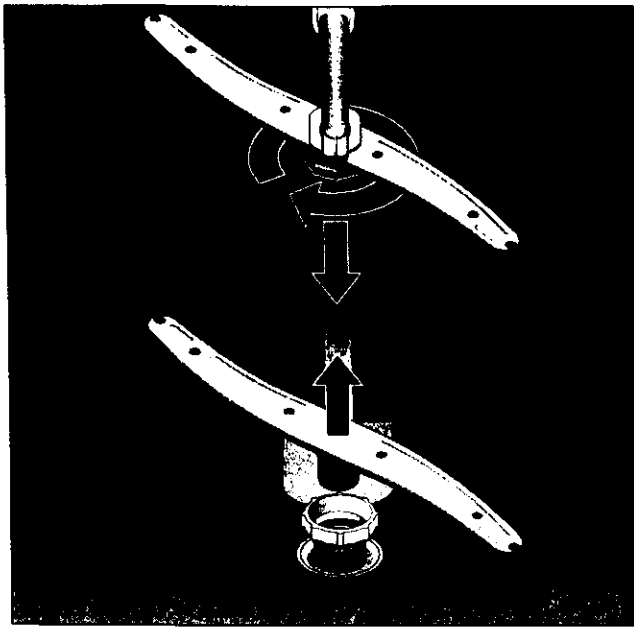


Figure 15.

- > The lower wash arm simply snaps into place and can be removed by pulling upwards.
- > The upper wash arm is held in position by a locking ring that can be released by turning it approximately 1/8 turn. See figure 15.

After cleaning, reattach the wash arms by reversing the action used to remove them.

#### ■ Stainless Steel Tank and Door

The outer edges of the inside door panel should be cleaned on a regular basis to remove food particles that can gather there from normal loading. If spots begin to appear on the stainless steel door or tank check to make sure that the RINSE AGENT RESERVOIR has rinse agent in it. Also it is possible that the wash arms are blocked, which prevented the door as well as your dishware from being properly washed and rinsed. Check the wash arms to make sure they are moving freely. If not, clear the obstruction away so that the arms may rotate freely and then rewash the load of dishes in the dishwasher.

Spots that appear on the stainless steel door may be removed by wiping gently with a sponge sprinkled with a stainless steel cleaner. Do not use metal scouring pads to clean the stainless steel surfaces as these can scratch the surface and leave metal fragments that can rust.

#### ■ Door Gasket

The door gasket should be cleaned on a regular basis to remove food particles that can gather from normal loading. If necessary clean the door gasket using a damp cloth.

# SERVICE and REPAIR

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The Bosch dishwasher requires no special care other than the care and cleaning noted above. If you are having a problem with your dishwasher, before calling for service please refer to Table 3, SELF-HELP section, following. If service becomes necessary, contact your dealer or installer or an authorized service center. Do not attempt to repair the appliance yourself. Any work performed by unauthorized personnel may void the warranty.

If you are having a problem with your BOSCH dishwasher and are not pleased with the service you have received:

- First, please contact your installer or the Bosch Authorized Service Contractor in your area and explain to them why you are not satisfied. This will usually correct the problem.
- If after working with your installer or service person the problem still has not been resolved to your satisfaction, please let us know by either writing to us at,

BSH Home Appliances LP  
Dept. HPS  
2800 South 25th Avenue  
Broadview, IL 60153

or,  
calling us at,

**1-800/944-2904.**

(Staffed, 8:30 AM - 4:30 PM CST.)

Please be sure to include, if writing, or have available, if calling, the following information:

- Model Number
- Serial Number
- Date of Original Purchase
- Date Problem Originated
- Explanation of Problem

Also, if writing, please be sure to include a daytime phone number.

You will find the model number and serial number information on the rating plate located on the door of the dishwasher. See Figure 1.

**SELF-HELP**

Dishwashers may exhibit problems that are unrelated to a malfunction of the dishwasher itself. The following table may serve to answer your question about a problem you are having without having to call a serviceman.

| PROBLEM                                 | POSSIBLE CAUSE                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dishes do not dry                       | Rinse-aid dispenser is empty. Fill rinse-aid dispenser.                                                                                                                                                                                                                                                                                                          |
| Indicator light(s) do not come on       | A fuse may have blown or a circuit breaker tripped. Replace fuse or reset circuit breaker at your fuse box/breaker box.                                                                                                                                                                                                                                          |
| Dishwasher does not start               | Door of dishwasher not properly closed. Close dishwasher making sure that door latches.                                                                                                                                                                                                                                                                          |
| Dishwasher runs a long time             | If the dishwasher completes the cycle, but the run time seem exceptionally long it is probably due to cold incoming water. To avoid this problem it is recommended that before starting the dishwasher: open the hot water faucet at the sink nearest the dishwasher and run the water until the water is hot. Then turn off the water and start the dishwasher. |
| Machine cycle does not advance to rinse | Water line is closed or inlet filter is blocked. Open water valve and/or check inlet filter.                                                                                                                                                                                                                                                                     |
| Water not pumped from dishwasher        | Kink in drain hose. Filter clogged. Kitchen sink clogged. Air gap (type installed at sink) clogged. Check drain hose and fine and coarse filters (see section titled CARE and CLEANING). Check kitchen sink to make sure it is draining well. If problem is kitchen sink not draining you may need a plumber rather than a serviceman for the dishwasher.        |
| Detergent dispenser lid will not close  | A program was not completely finished.                                                                                                                                                                                                                                                                                                                           |
| Lower spray arm does not rotate freely  | Remove lower spray arm and clean arm and spray arm mounts.                                                                                                                                                                                                                                                                                                       |
| White deposits left on dishes           | Too little rinse-aid.                                                                                                                                                                                                                                                                                                                                            |
| Streaks on glassware                    | Too much rinse-aid used.                                                                                                                                                                                                                                                                                                                                         |
| Rattling noises                         | Utensils not properly arranged.                                                                                                                                                                                                                                                                                                                                  |
| Suds in dishwasher                      | Incorrect type of detergent used. Use only automatic dishwasher detergents.                                                                                                                                                                                                                                                                                      |
| Unsatisfactory washing result           | <ul style="list-style-type: none"> <li>• Incorrect amount of detergent or rinse agent.</li> <li>• Utensils incorrectly arranged or rack overloaded.</li> <li>• Wash arm rotation blocked by utensils.</li> <li>• Filters not properly fitted into position.</li> <li>• Clogged nozzles in wash arm(s)</li> <li>• Unsuitable program selected.</li> </ul>         |

TABLE 3.

**STATEMENT OF WARRANTIES  
BOSCH DISHWASHER**

The warranties provided by the BSH Home Appliances LP ("Bosch") in this Statement of Warranties apply only to Bosch Dishwashers sold to the first using purchaser by Bosch or its authorized dealers, retailers or service centers in the United States or Canada. The Warranties provided herein are not transferable.

| LENGTH OF WARRANTY                                                                           | SCOPE OF WARRANTY                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Year Full Limited Warranty<br>From Date of Installation*                                   | Bosch will repair or replace any component part that proves defective under conditions of normal home use free of charge, labor and shipping costs included. Repair service must be performed by an Authorized Bosch Service Center (excludes: cosmetic items).                                                                                                                           |
| 2 Year Limited Warranty<br>From Date of Installation*                                        | Bosch will provide replacement parts free of charge for any component part that proves defective under conditions of normal home use, labor charges excluded (excludes: cosmetic items).                                                                                                                                                                                                  |
| 5 Year Limited Warranty on Electronics<br>From Date of Installation*                         | Bosch will repair or replace any microprocessor or printed circuit boards that prove defective under normal use during the second through fifth year from the date of original purchase, labor charges excluded.                                                                                                                                                                          |
| 5 Year Limited Warranty<br>From Date of Installation*                                        | Bosch will replace the upper or lower dish rack (excluding rack components) free of charge, if the rack proves defective in materials or workmanship under conditions of normal home use, labor charges excluded.                                                                                                                                                                         |
| Lifetime Limited Warranty against Stainless Steel Rust Through<br>From Date of Installation* | Bosch will replace your dishwasher with the same model or a current model that is equivalent or better in functionality if the inner liner should rust through under conditions of normal home use, labor charges excluded.<br>Bosch will replace the stainless steel door of any dishwasher if the door should rust through under conditions of normal home use, labor charges excluded. |

\* Date of installation shall refer to the earlier of the date the dishwasher is installed or ten business days after the delivery date.

**Exclusions.**

This warranty does not cover service calls or repairs to correct the installation of the dishwasher, to provide instructions on the use of your dishwasher, to replace house fuses or correct plumbing or the electric wiring in your home or to repair any dishwasher that's use was in a manner other than what is normal and customary for home use. In addition, the warranties provided in this Statement exclude any defects or damage arising from accident, alteration, misuse, abuse, improper installation, unauthorized service work, external forces beyond Bosch's control, such as fire, flood, and other acts of God, or installation not in accordance with local electrical and plumbing codes. Labor charges incurred in the repair or replacement of any dishwasher after the one year from date of installation shall not be covered by this warranty. Any and all replaced and/or repaired parts shall assume the identity of the original for purposes of the applicable warranty period.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BOSCH DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

TO OBTAIN WARRANTY SERVICE, CONTACT THE NEAREST BOSCH AUTHORIZED SERVICE CENTER OR CALL 1 - 800 / 944 - 2904, OR WRITE BSH HOME APPLIANCES LP DIRECTLY AT: UA/HPS, 2800 SOUTH 25TH AVENUE, BROADVIEW, ILLINOIS 60153. BE SURE TO PROVIDE YOUR DISHWASHER'S MODEL, SERIAL NUMBER, PURCHASE DATE AND THE SELLER'S NAME AND ADDRESS.<sup>1</sup>

